

2013 Survey Patient Comments

Pat (HCA) is fantastic, warm, friendly, helpful, reassuring and accommodating. (Especially as I was late)

I am new to the practice and found staff to be very polite, friendly and helpful

It is the best practice I have been involved with

Would like late appointments and/or weekends

When the GP requests me to make another appointment in ONE week it has been very difficult to arrange via reception. Perhaps GPs could have the ability to book patients appointments during the consultation or to have spare appointments each day for such events.

I would appreciate one late night per week possibly until 7.30pm to accommodate full time workers

Excellent practice all round but can take 2 days on and off to get through on the phone. I often have to make the journey to call in instead

I have been coming to this surgery since 1975 no complaints ever

Often engaged/not able to get through

This is an excellent practice with caring, professional and interested practitioners and staff

The doctors are all fantastic and Dr Bobet is outstanding I hope she continues here at this practice.

One late night a week will benefit workers

Can never get an appointment with my own Dr. Receptionist tells you there are no appointments and to call back every day

Engaged for hours especially Mondays

Reception staff, when on the telephone, should be more quiet and discreet

In general I am well satisfied

One evening a week with later appointments would be beneficial

One night a week or a couple of hours on a Saturday would be good for working people with non urgent problems

Sometimes I feel that I have to give clinical information to the receptionist so she can triage me in to urgent or not category- would be better if a nurse could do this

Clinical staff are pro-active in my health care and I am very happy with the surgery

I do not think the surgery should close for training. Other businesses do not close down for training and they are not as vital (x3 patients)

To be honest I feel very fortunate to have a good team of Doctors and nurses who I can confide in and rely on.

A great surgery

Although I think staff and the surgery are good I feel that every appointment I have will be at least 10 minutes longer than the appointment time

Opening on a Saturday would be appreciated

It depends on the doctor I see, some are excellent and would get all strongly agree whereas others I would tick strongly disagree. Wherever possible I avoid seeing the latter

Sometimes a few days or a week to see any doctor or a week to see a specific doctor

Sometimes I have to wait 2 weeks for a non urgent appointment

It depends on the doctor you see

I have been coming to this surgery for over 25 years and never had anything but politeness and courtesy from all the staff. They are to be commended

Dr Cheridjian is the best most efficient doctor (barring Dr Bobet) I have ever been to see since childhood. Thorough and caring. Thank you

Saturday opening would be nice

The new car parking arrangements are a disgrace

I do not feel listened to by the doctors here. They do not respect or value my opinion as a mother who has been looking after a sick child for 7 years

In my view there are only 2 decisive questions: How quickly can I see my doctor? – Minimum of 2 weeks to see Dr Bobet. Do I feel rushed once I'm in consultation – mostly yes

Saturday opening would be good